

What is claimed is:

1. A control interface for controlling CSTA protocols in a PBX switch, said control interface comprising:

(a) a computing platform coupled to the PBX switch;

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(b) component based interface objects running on said computing platform, said component based interface objects defines properties, methods, and events, said properties, methods and events being mapped to provide diagnostic and statistical information.

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2. A control interface according to claim 1, wherein said statistical information includes messages/sec, number of requests, number of responses, number of events, number of errors and number or rejects.

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3. A control interface according to claim 2, wherein said statistical information is tabulated on the incoming and outgoing link.

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4. A control interface according to claim 1, wherein said diagnostic and statistical information are displayable via an ActiveX property page.

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5. A control interface according to claim 1, wherein said properties, methods and events being mapped to control substantially every event and service of said PBX switch.

6. A control interface according to claim 1, wherein said component based interface objects is ActiveX.

10 7. A control interface according to claim 6, wherein ActiveX properties are mapped to session configuration.

8. A control interface according to claim 6, wherein ActiveX includes property pages and said property pages are mapped to session configuration.

9. A control interface according to claim 6, wherein ActiveX methods and events are mapped to startup and teardown a connection to the PBX switch.

20 10. A control interface according to claim 6, wherein substantially all CSTA and private data fields are supported.

25 11. A control interface according to claim 6, wherein invoke ID generation is automatic and configurable.

12. A control interface according to claim 6, wherein invoke ID timing is automatic and configurable.

13. A control interface according to claim 6, wherein heartbeat messages and replies are automatically generated.

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14. A control interface according to claim 13, wherein said heartbeat messages and replies are configurable.

15. A control interface according to claim 1, wherein
10 statuses and errors are automatically logged.

16. A method for controlling CSTA protocols in a PBX switch, said method comprising the steps of:

15 (a) coupling a computing platform to the PBX switch; and

(b) running component based interface objects on
said computing platform, said component based
20 interface objects defining properties, methods,
and events, said properties, methods and events
being mapped to provide diagnostic and
statistical information.

25 17. A method according to claim 16, wherein said
statistical information includes messages/sec, number of
requests, number of responses, number of events, number
of errors and number or rejects.

18. A method according to claim 17, wherein said statistical information is tabulated on the incoming and outgoing link.

5 19. A method according to claim 16, wherein said diagnostic and statistical information are displayable via an ActiveX property page.

10 20. A method according to claim 16, wherein said properties, methods and events being mapped to control substantially every event and service of said PBX switch.

15 21. A method according to claim 16, wherein said component based interface objects is ActiveX.

22. A method according to claim 21, wherein ActiveX properties are mapped to session configuration.

20 23. A method according to claim 21, wherein ActiveX includes property pages and said property pages are mapped to session configuration.

25 24. A method according to claim 21, wherein ActiveX methods and events are mapped to startup and teardown a connection to the PBX switch.

25. A method according to claim 21, wherein substantially all CSTA and private data fields are supported.

26. A method according to claim 21, wherein invoke ID generation is automatic and configurable.

5 27. A method according to claim 21, wherein invoke ID timing is automatic and configurable.

28. A method according to claim 21, wherein heartbeat messages and replies are automatically generated.

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29. A method according to claim 28, wherein said heartbeat messages and replies are configurable.

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30. A method according to claim 16, wherein statuses and errors are automatically logged.